

## **CWA/Families First - TSP Notification**

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This notice originally went out to all Transportation Service Providers (TSPs) and was subsequently posted to the SDDC Web Site on 11 November 2004. Once again, SDDC is noticing a trend that a certain number of TSPs have been "double billing" Families First transactions by sending one invoice to PowerTrack/CWA and a second duplicate invoice directly to DFAS via the current program. We were advised of this action along with names of entities by GSA as part of their Post Payment Audit procedures on 14 June 2006.

This practice of duplicate billing, whether intentional or not, is a direct violation of government billing policies. Any TSP that sends Families First invoices to both PowerTrack/CWA and DFAS will be reviewed by SDDC. If deemed appropriate, SDDC will formally notify the TSP requesting information regarding the duplicate payment transaction(s) in question.

All TSP's are encouraged to review their current billing procedures to ensure that PowerTrack/CWA will receive Families First invoices, and DF AS will only receive current program invoices. As a reminder, the "bill to" field on every BoL will reflect the correct billing office.

Any TSP that would like to review its EDI invoicing process through PowerTrack, please contact the PowerTrack Help Desk at: (866) 561-6930 or e-mail at [powertrack@usbank.com](mailto:powertrack@usbank.com).

If you have any general questions regarding the Families First Program, please contact the CWA Help Desk at (703) 428-3230 DSN: 328 or e-mail at CWA-helpdesk@sddc.army.mil.

Thank you for your continued efforts in making the Families First Program a success.